

Date: May 11, 2000

## SUMMARY OF INFORMATION COLLECTION REQUEST

Title: Generic Customer Satisfaction Surveys

Current Burden/Responses: 0 hour/0 response

Proposed Burden/Responses: 313 hours/1250 responses

Burden Attributable to Third-Party Collections: None

Number of Respondents: 1250

Frequency of Response: On occasion

Reasons for Changes in Burden/Responses:  
Not applicable

Level of Concurrence:  
Chief  
Records Management Branch  
Information Management Division  
Office of the Chief Information Officer

Recordkeeping Requirements in Accordance with the Retention Periods for Records Rule:  
Recordkeeping retentions are in accordance with standard record retention periods.

Search of the Information Requirements Control Automated System (IRCAS):  
IRCAS was searched on May 11, 2000. No duplication was found.

Abstract:  
Voluntary customer satisfaction surveys will be used to contact users of NRC services and products to determine their needs, and how the Commission can improve its services and products to better meet those needs. In addition, focus groups will be contacted to discuss questions concerning those services and products. Results from the surveys will give insight into how NRC can make its services and products cost effective, efficient, and responsive to its customer needs. Each survey will be submitted to OMB for its review.

cc: B. St. Mary